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ABSTRACT

The chapter officers of the Administrative Management Society (AMS) were surveyed to identify the characteristics of individuals currently employed in office administration and their expressed needs for further growth and development in their work. The study focused on the following factors: characteristics of currently employed office administrators, characteristics for future employment as office administrators, differences between current and future office administrators, curriculum requirements for a degree program in office administration, the status of word processing centers, and recommended curriculum for a four-year degree in office administration. For characteristics of currently employed office administration personnel, the variables considered were age, sex, education, and office experience. For future employment in these positions, the variables considered were age, sex, required education, preferred education, and office work experience. The data revealed that there were significant differences between the personal characteristics of persons currently employed and the required characteristics for entering today's office at the administrative level. The need for college degrees in the area of office administration and the area of office communications (written and oral) were rated most important by AMS chapter members. (BM)

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"A Search for Relevancy: The Classroom, the Office"

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The first step in planning in service programs and continuing educational experiences for office administration personnel would seem to be hinged on knowing the types of individuals currently employed in these positions and their needs for further growth and development in their work.

Another factor we should consider is the type of individual business and industry is looking for and wanting to hire for these administrative positions.

Are there differences between the types of individuals now employed in office administration positions and the types of individuals firms would like to hire in the future? Will office administrators of the future be required to have a college education? If so, what are the curriculum requirements for these administrators?

The fourth factor we'll consider today is the status of word processing centers in the United States.

Population for the Study

The population for the survey was the 724 chapter officers of the Administrative Management Society in the continental United States. Of the 724 officers, 292 completed the questionnaire for a return of 40.3 percent. This group was chosen for the study as these chapter officers should be representative of all types and sizes of businesses, all geographic regions, and would provide data from male and female respondents.

Statistical analysis of the characteristics of currently employed office administration personnel revealed no appreciable significant differences when

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compared by geographic region, type of business, number of office employees, and whether the business had a word processing center.

The same five administrative job titles were used throughout the study. Respondents were provided a description of the position as given in the Dictionary of Occupational Titles. It was explained to the respondents that the titles might not be the same as those used by their company, but to respond for the description of duties performed rather than for exact job title.

I will be covering a great deal of information in a short period of time. Your handout is designed so that you may study each factor later at your convenience. I will merely high-light the findings of each table and summarize for you a description of the types of people currently employed, the types of individuals to be employed in the future, significant differences between the two, courses rated important for a 4-year degree program, and the status of word processing centers in our country today.

For characteristics of currently employed office administration personnel, the factors of age, sex, education, and office work experience were considered. For future employment in these positions and for the statistical comparison of the two, the factors of age, sex, required education, preferred education and office work experience were considered.

CHARACTERISTICS OF CURRENTLY EMPLOYED OFFICE ADMINISTRATORS

Statistical analyses of the characteristics of currently employed office administration personnel revealed no appreciable significant differences when compared by geographic region, type of business, number of office employees, and whether the business had a word processing center.

Table 1--deals with the age of currently employed office administration personnel.

TABLE 1

Ages of Persons Currently Employed in Office Administration Personnel Positions Classified by Job Title

Job Title	No. Resp. for each Job	Ages of Current Employees							
		Less than 20 years		20 to 29 years		30 to 39 years		More Than 39 years	
		No.	Per-cent	No.	Per-cent	No.	Per-cent	No.	Per-cent
Administrative Assistant	152	3	2.0	35	22.9	53	34.6	62	40.5
Administrative Secretary	172	2	1.2	49	28.3	63	36.4	59	34.1
Chief Clerk I or Supervisor	139	2	1.3	42	27.5	63	41.2	46	30.1
Chief Clerk II	110	2	1.8	34	30.4	43	38.4	33	29.5
Manager, Office	151	1	0.6	20	13.0	51	33.1	82	53.2
Totals	735	10	1.3	180	24.1	172	36.6	282	37.9

If you will look at Table 1 of your handout, it shows that about one-third of the persons currently employed in office administration positions were over 39 years of age, another one-third were between 30 and 39, and about one-fourth were between 20 and 29. Over 70 percent of the persons currently employed in office administration positions were over 30 years of age. Age was especially important for the office manager, as 53.2 percent of the currently employed office managers were over 39 and 33.1 percent were 30 to 39 years of age.

Table 2-- summarizes the sex of currently employed office administration personnel.

Let's look at Table 2. The data show that currently employed office administration personnel for all job titles were 58.8 percent females and 41.2 percent males. The largest percentage of males, 68.2 percent, was for office managers. Administrative secretarial positions were 95.9 percent females with only 4.1 percent males. Chief Clerk II positions were divided with 50.9 percent

TABLE 2

Sex of Persons Currently Employed in Office Administration Personnel Positions Classified by Job Title

	No. Resp. for each Job	Sex of Persons Currently Employed			
		Male		Female	
		No.	Percent	No.	Percent
Administrative Assistant	152	88	57.9	64	42.1
Administrative Secretary	172	7	4.1	165	95.9
Chief Clerk I or Supervisor	150	49	32.7	101	67.3
Chief Clerk II	110	56	50.9	54	49.1
Manager, Office	151	103	68.2	48	31.8
Totals	735	303	41.2	432	58.8

males and 49.1 percent females. Males dominated the positions of administrative assistant, Chief Clerk II, and office manager, while females dominated the positions of administrative secretary and Chief Clerk I or supervisor.

Table 3-- indicates educational level for currently employed office administrators.

The data in Table 3 show that for all office administration positions, the largest percentage, 37.0, had at least a high school diploma. An additional 30.9 percent had a high school diploma plus 2 years, 26.5 percent had a bachelor's degree, and 5.4 percent had training beyond a bachelor's degree.

About 45 percent of the office managers, administrative assistants, and Chief Clerk II's had a bachelor's degree or more. Approximately 80 percent of the administrative secretaries and supervisors had a high school diploma or a high school diploma plus 2 years.

TABLE 3

Education of Persons Currently Employed in Office Administration Personnel Positions Classified by Job Title

Job Title	No. Resp. for each Job	Education of Current Employees									
		Less than 12th Grade		H. S. Diploma		H. S. Plus 2 yrs.		Bachelor's Degree		More Than B. S.	
		No.	Percent	No.	Percent	No.	Percent	No.	Percent	No.	Percent
Administrative Assistant	152			39	25.7	39	25.7	59	38.8	15	9.9
Administrative Secretary	172			82	47.7	70	40.7	18	10.5	2	1.2
Chief Clerk I or Supervisor	152	1	0.7	80	52.6	48	31.6	22	14.5	1	0.7
Chief Clerk II	110			40	36.4	30	27.3	34	40.9	6	5.5
Manager, Office	154			33	21.4	42	27.3	63	40.9	16	5.5
Totals	740	1	0.1	274	37.0	229	30.9	196	26.5	40	5.4

Table 4--work experience for currently employed office administration personnel.

This table shows that the highest percentage of persons currently employed in office administration personnel positions had 11 to 20 years office work experience (33.2 percent) and 32.2 percent had 6 to 10 years. Few administrators, 18 percent had over 20 years office work experience and only 16.6 percent had less than five years work experience.

TABLE 4

Office Work Experience of Persons Currently Employed in Office Administration Personnel Positions Classified by Job Title

Job Title	No. Resp. for each Job	Office Work Experience of Current Employees							
		Less than 5 Years		6 to 10 Years		11 to 20 Years		Over 20 Years	
		No.	Percent	No.	Percent	No.	Percent	No.	Percent
Administrative Assistant	152	25	16.4	49	32.2	49	32.2	29	19.1
Administrative Secretary	171	32	18.7	56	32.7	53	31.0	30	17.5
Chief Clerk I or Supervisor	149	24	16.1	58	38.9	48	32.2	19	12.8
Chief Clerk II	111	28	25.2	37	33.3	32	28.8	14	12.6
Manager, Office	153	13	8.5	37	24.2	62	40.5	41	26.8
Totals	736	122	16.6	237	32.2	244	33.2	133	18.0

Summary

A summary of these four tables shows that persons currently employed in office administration personnel positions are generally over 30 years of age, equally divided between male and female workers, have at least a high school diploma or more education, and have been employed in office work for more than 11 years.

CHARACTERISTICS FOR FUTURE EMPLOYMENT AS OFFICE ADMINISTRATORS

Statistical analyses of the characteristics required for future employees in office administration positions revealed no appreciable significant differences when compared by geographic region, type of business, number of office employees, and whether the business had a word processing center.

Table 5--age preference for hiring office administrators.

TABLE 5

Required Age for Future Employees in Office Administration Personnel Positions Classified by Job Title

Job Title	No. Resp. for each Job	Required Age for Future Employees									
		Less Than 20 Years		20 to 29 Years		30 to 39 Years		Over 39 Years		No Preference	
		No.	Percent	No.	Percent	No.	Percent	No.	Percent	No.	Percent
Administrative Assistant	150	2	1.3	55	36.7	37	24.7	7	4.7	49	32.7
Administrative Secretary	155	2	1.3	50	32.3	35	22.6	7	4.5	61	39.4
Chief Clerk I or Supervisor	145			52	35.6	32	21.9	4	2.7	58	39.7
Chief Clerk II	112	2	1.8	34	30.6	24	21.6	4	3.6	47	42.3
Manager, Office	143	1	0.7	24	16.8	43	30.1	14	9.8	61	42.7
Totals	707	7	0.9	215	30.5	171	24.3	36	5.1	276	39.1

The data show that for all office administration personnel positions the largest percentage of respondents (39 percent) indicated no age preference, 30 percent indicated a required age of 20 to 29, and 24 percent indicated a required age of 30 to 39. Less than 10 percent of the respondents indicated an age requirement of over 39 years or less than 20 years.

Table 6--preferred sex for hiring office administration personnel.

Table 6 shows that over 70 percent of the responding AMS chapter officers had no sex preference in hiring office administration personnel. For those indicating a preference, 20 percent indicated a preference for females and 8 percent for males.

For individual job titles, 75 percent of the respondents indicated no preference for all position except administrative secretary where only 48.3 percent indicated no preference and 50.3 percent indicated a preference for female employees.

TABLE 6

Required Sex for Future Employees in Office Administration Personnel Positions Classified by Job Title

Job Title	No. Resp. for each Job	Required Sex for Future Employees					
		Male		Female		No Preference	
		No.	Per-cent	No.	Per-cent	No.	Per-cent
Administrative Assistant	152	20	13.2	14	9.2	118	77.6
Administrative Secretary	155	2	1.3	78	50.3	75	48.3
Chief Clerk I or Supervisor	145	6	4.1	27	18.6	112	77.2
Chief Clerk Il	112	10	8.9	16	14.3	86	76.8
Manager, Office	143	18	12.6	9	6.3	116	81.1
Totals	707	56	7.9	144	20.4	507	71.7

Table 7--required education for future office administration personnel.

TABLE 7

Required Education for Future Employees in Office Administration Personnel Positions Classified by Job Title

Job Title	No. Resp. for each Job	Required Education for Future Employees									
		Less Than 12th Grade		H. S. Diploma		H. S. Plus 2 yrs.		Bachelor's Degree		More Than B. S.	
		No.	Per-cent	No.	Per-cent	No.	Per-cent	No.	Per-cent	No.	Per-cent
Administrative Assistant	114	2	1.8	55	48.2	21	18.4	33	28.9	3	2.6
Administrative Secretary	116	4	3.4	78	67.2	23	24.1	6	5.2		
Chief Clerk I or Supervisor	106	4	3.8	80	75.5	16	15.1	5	4.7	1	0.9
Chief Clerk II	82	2	2.4	50	61.0	16	19.5	14	17.1		
Manager, Office	109	2	1.8	50	45.9	23	21.1	33	30.3	1	0.9
Totals	527	14	2.7	313	59.4	104	19.7	91	17.3	5	0.9

Table 7 shows that for all office administration personnel positions, 60 percent of the future employees will be required to have a high school diploma, 20 percent will be required to have a high school diploma plus 2 years, and 17 percent will be required to hold a bachelor's degree. Less than 3 percent will be required to have more than a bachelor's degree.

The high school diploma will be required for most job titles with 40 to 75 percent of the responding AMS chapter officers indicating this as the minimum educational level. However, from 15 to 20 percent of the responding AMS chapter officers indicated that a high school diploma plus 2 years will be needed for employment in office administration personnel positions, and approximately 30 percent indicated that a bachelor's degree will be required for employment as an administrative assistant or office manager.

Table 8--preferred education for future office administration personnel.

TABLE 8

Preferred Education for Future Employees in Office Administration Personnel Positions Classified by Job Title

Job Title	No. Resp. for each Job	Preferred Education for Future Employees									
		Less than 12th Grade		H. S. Diploma		H. S. Plus 2 yrs.		Bachelor's Degree		More Than B. S.	
		No.	Percent	No.	Percent	No.	Percent	No.	Percent	No.	Percent
Administrative Assistant	124			6	4.8	41	33.1	61	49.2	16	12.1
Administrative Secretary	129	2	1.6	15	11.6	72	55.8	38	29.5	2	1.6
Chief Clerk I or Supervisor	119	1	0.8	20	16.8	68	57.1	30	25.2		
Chief Clerk II	84			8	9.5	35	41.7	38	45.2	3	3.6
Manager, Office	114			4	3.5	24	21.1	72	63.2	14	12.3
Totals	570	3	0.5	53	9.3	240	42.1	239	41.9	34	6.1

As shown in Table 8, for all office administration personnel positions, over 80 percent of the respondents indicated that a high school diploma plus 2 years or bachelor's degree will be preferred. Approximately 10 percent indicated a preference for a high school diploma, and 6 percent preferred more than a bachelor's degree.

For the position of administrative assistant, the largest percentage of responding AMS chapter officers, 49.2 percent indicated a preference for a bachelor's degree for future employees and 33 percent preferred a high school diploma plus 2 years. For the position of administrative secretary, 55 percent of the responding AMS chapter officers preferred a high school diploma plus 2 years and 30 percent preferred a bachelor's degree. For a Chief Clerk I or supervisor, 57 percent indicated a preference for a high school diploma plus 2 years and 25 percent for a bachelor's degree. For Chief Clerk II, 42 percent of the respondents preferred a bachelor's degree. The bachelor's degree was preferred for future office managers by 63 percent of the respondents and 21 percent preferred a high school diploma plus 2 years.

Table 9--required work experience for future employment as office administrators.

Respondents indicated that for all office administration positions, over 50 percent will be required to have 6 to 10 years office work experience, 26 percent will be required to have less than 5 years office work experience, and 12 percent of the responding AMS chapter officers indicated no preference. Nine percent will be required to have 11 to 20 years office work experience and less than 2 percent will be required to have over 20 years.

For the position administrative assistant, 47 percent will be required to have 6 to 10 years office work experience and an additional 31 percent will be required

TABLE 9

Required Office Work Experience for Future Employees in Office Administration Personnel Positions Classified by Job Title

Job Title	No. Resp. for each Job	Required Office Work Experience for Future Employees									
		Less Than 5 Years		6 to 10 Years		11 to 20 Years		Over 20 Years		No Preference	
		No.	Percent	No.	Percent	No.	Percent	No	Percent	No.	Percent
Administrative Assistant	153	48	31.4	72	47.1	13	8.5	2	1.3	18	11.1
Administrative Secretary	151	34	22.5	86	57.0	10	6.6	2	1.3	19	12.6
Chief Clerk I or Supervisor	141	44	31.2	75	53.2	6	4.3	1	0.7	15	10.6
Chief Clerk II	110	38	34.5	44	40.0	13	11.8	1	0.9	14	12.7
Manager, Office	141	16	11.3	78	55.3	22	15.6	5	3.5	10	14.2
Totals	696	180	25.9	355	51.0	64	9.2	11	1.6	85	12.3

less than 5 years office work experience. Requirements for future administrative secretaries include 57 percent who will be required to have 6 to 10 years office work experience and 22 percent who will be required to have less than 5 years. Office work experience for Chief Clerk I or supervisor will be 6 to 10 years according to 53 percent and less than 5 years according to 31.2 percent of the responding AMS chapter officers. For the position Chief Clerk II, 6 to 10 years experience will be required as indicated by 40%, and less than 5 years experience will be required as indicated by 34.5 percent. Office work experience was rated most important for the office manager with 55 percent of the responding AMS chapter officers indicating that 6 to 10 years of office work experience will be required for future employees in that position and 16 percent 11 to 20 years office work experience being required for future office managers.

Summary

It may be concluded then that persons seeking employment in office administration personnel position in the future will be expected to be 20 to 40 years of age, may be male or female, will be required to have at least a high school education or more, will preferably have a high school diploma plus 2 years or more education, and will have from 0 to 10 years office work experience.

DIFFERENCES BETWEEN CURRENT AND FUTURE OFFICE ADMINISTRATORS

Table 10 is a summary of the chi square analysis for difference in personal characteristics of currently employed office administration personnel and requirements for future employment in office administration personnel positions. The following page of your handout is a summary of the reasons for these differences for each job title.

Age--For the characteristic age, significant differences were found for all job titles with the reason for the differences being that a significantly larger number of persons currently employed in office administration personnel position being older then the required age will be for future employment in these positions.

Sex--For the characteristic sex, no significant differences were found for any of the job titles.

Required education--For the characteristic required education, significant differences were found for all job titles with this difference being in all cases that a larger number of persons currently employed in office administration positions had more education than will be required for future employment in these positions.

Preferred education--For the characteristic preferred education a significant difference was found for all job titles with the reason for the difference being that a larger number of persons currently employed in office administration personnel positions having less education than the preferred education for future employment in these positions.

TABLE 10

Summary of Chi Square Analyses for Difference in Personal Characteristics of Currently Employed Office Administration Personnel and Requirements for Future Employment in Office Administration Personnel Positions

Personal Characteristics and Job Title	Chi Square	Level of Significance
Age:		
Administrative Assistant	42.45576	.0000*
Administrative Secretary	30.37445	.0000*
Chief Clerk I or Supervisor	34.97923	.0000*
Chief Clerk II	16.61018	.0009*
Manager, Office	30.35284	.0000*
Sex:		
Administrative Assistant	00.02676	.8701
Administrative Secretary	00.07208	.7883
Chief Clerk I or Supervisor	3.04235	.0811
Chief Clerk II	1.45587	.2276
Manager, Office	00.01565	.9004
Required Education:		
Administrative Assistant	19.50934	.0006*
Administrative Secretary	19.55208	.0006*
Chief Clerk I or Supervisor	20.14885	.0005*
Chief Clerk II	17.77310	.0014*
Manager, Office	24.97261	.0001*
Preferred Education:		
Administrative Assistant	21.50310	.0001*
Administrative Secretary	47.03452	.0000*
Chief Clerk I or Supervisor	40.67407	.0000*
Chief Clerk II	19.06339	.0003*
Manager, Office	26.02734	.0000*
Office Work Experience:		
Administrative Assistant	52.53059	.0000*
Administrative Secretary	52.93620	.0000*
Chief Clerk I or Supervisor	55.01424	.0000*
Chief Clerk II	21.68008	.0001*
Manager, Office	58.06682	.0000*

Summary of Reasons for Differences in the Personal Characteristics of Currently Employed Office Personnel and Requirements for Future Employment in Office Administration Personnel Positions for Each Job Title

---

Administrative Assistant:

Age--current are older than required for future
Sex--no difference
Required Education--current had more than required for future
Preferred Education--current had less than preferred for future
Work Experience--current had more than required for future

Administrative Secretary:

Age--current are older than required for future
Sex--no difference
Required Education--current had more than required for future
Preferred Education--current had less than preferred for future
Work Experience--current had more than required for future

Chief Clerk I or Supervisor:

Age--current are older than required for future
Sex--no difference
Required Education--current had more than required for future
Preferred Education--current had less than preferred for future
Work Experience--current had more than required for future

Chief Clerk II:

Age--current are older than required for future
Sex--no difference
Required Education--current had more than required for future
Preferred Education--current had less than preferred for future
Work Experience--current had more than required for future

Office Manager:

Age--current are older than required for future
Sex--no difference
Required Education--current had more than required for future
Preferred Education--current had less than preferred for future
Work Experience--current had more than required for future

Office work experience--For the characteristic office work experience, significant differences were found for all job titles. The reason for these differences in all cases was that a larger number of persons currently employed

in office administration positions had more office work experience than will be required for future employment in these positions.

Summary

Significant differences do exist in the characteristics of persons currently employed and the requirements for future employment in office administration personnel positions. Currently employed office administration personnel in all job titles are older than the required age indicated for future employment, have more education than will likely be required for employment in the future, have less education than will likely be preferred for future employment, and have more office work experience than will likely be required for future employment in these positions. Sex is not a factor in the employment of office administration personnel.

CURRICULUM REQUIREMENTS FOR A DEGREE PROGRAM IN OFFICE ADMINISTRATION

Another part of the study was an attempt to determine curriculum requirements for a degree program in office administration. A list of 33 courses was presented to the respondents with the following request:

> Some, perhaps all, of the office administration positions in your company require a four-year college degree for employment. For the positions for which you require or prefer a college graduate, indicate the importance of each of the following college courses. Place a check (✓) mark in the box to the right indicating the term that most nearly describes the importance of the course in preparing office administration personnel for positions in your organization.
>
> 1. Essential. Needed by all office administration personnel and should be required in any degree program.
> 2. Important, but not essential. Needed in most office administration personnel positions, but not required.
> 3. Moderately Important, nice to have. Useful, but not required.
> 4. Little Importance. Contributes to general knowledge, but has no direct relationship to duties performed in office administration personnel positions.
> 5. No Importance. Relates in no way to performance of office administration personnel duties.

TABLE 11

Relative Importance of College Courses for Those Companies that Require a Degree For Employment in Office Administration Personnel Positions

Course Titles	No. of Resp. for each Course	Respondents Indicating Importance of Courses									
		Essential		Important		Moderately Important		Little Importance		No Importance	
		No.	Per-cent	No.	Per-cent	No.	Per-cent	No.	Per-cent	No.	Per-cent
Office Com.: Oral	203	102	50.2	73	36.0	20	9.9	7	3.4	1	0.5
Office Com.: Written	194	97	50.0	67	34.5	22	11.3	8	4.1		
Principles of Management	205	98	47.8	72	35.1	23	11.2	11	5.4	1	0.5
Personnel Management	208	89	42.8	83	39.9	23	11.1	13	6.3		
Office Management	205	86	42.0	82	40.0	24	11.7	12	5.9	1	0.5
Human Relations in Business	200	79	39.5	77	38.5	35	17.5	7	3.5	2	1.0
Office Procedures	198	76	38.4	68	34.3	39	19.7	13	6.6	2	1.0
Principles of Finance	201	49	24.4	78	38.8	47	23.4	22	10.9	5	2.5
Systems and Procedures	204	48	23.5	73	35.8	66	32.4	15	7.4	2	1.0
Principles of Economics (Ind. and the Org.)	199	32	16.1	83	41.7	54	27.1	24	12.1	6	3.0
Records Management	199	37	18.6	75	37.7	48	24.1	32	16.1	7	3.5
Data Processing--Introductory	203	44	21.7	68	33.5	49	24.1	22	10.8	20	9.9
Office Administration Intern.	195	41	21.0	60	30.8	60	30.8	24	12.3	10	5.1
Business Law I	200	31	15.5	66	33.0	70	35.0	25	12.5	8	4.0
Industrial Psychology	199	37	18.6	59	29.6	65	32.7	22	11.1	16	8.0
Corporation Finance	201	28	13.9	65	32.3	61	30.3	32	15.9	15	7.5
Office Machines (Calculating)	202	27	13.4	54	26.7	63	31.2	31	15.3	27	13.4
Business Law II	198	19	9.6	60	30.3	72	36.4	38	19.2	9	4.5
Principles of Economics (National Economy)	199	22	11.1	55	27.6	65	32.7	42	21.1	15	7.5
Principles of Marketing	202	16	7.9	62	30.7	63	31.2	50	24.8	11	5.4
Introductory Statistics	201	19	9.5	57	28.4	71	35.3	39	19.4	15	7.5
Beginning Typewriting	195	40	20.5	21	10.8	47	24.1	44	22.6	43	22.1
Advanced Typewriting	201	30	14.9	28	13.9	35	17.4	42	20.9	66	32.8
DP--Computer Programming	196	12	6.1	34	17.3	60	30.6	48	24.5	42	21.4
Office Machines (Duplicating)	201	19	9.5	26	12.9	60	29.9	53	26.4	43	21.4
Beginning Shorthand	199	19	9.5	25	12.6	21	10.6	50	25.1	84	42.2
Adv. Principles of Marketing	198	4	2.0	35	17.7	54	27.3	68	34.3	37	18.7
DP--Spec. Lang. COBOL	137	7	5.1	17	12.4	20	14.6	33	24.1	60	43.8
Advanced Statistics	197	7	3.6	24	12.2	68	34.5	68	34.5	30	15.2
DP--Spec. Lang. OTHER	96	2	2.1	12	12.5	17	17.7	18	18.8	47	49.0
Advanced Shorthand	197	19	9.6	15	7.6	29	14.7	41	20.8	93	47.2
DP--Spec. Lang. FORTRAN	133	5	3.8	13	9.8	22	16.5	33	24.8	60	45.1
DP--Specific Language	177	6	3.4	14	7.9	44	24.9	43	24.3	70	39.5

Table 11--importance of college courses in a 4-year degree program.

Table 11 in your handout shows the responses for each course. The heavy black lines through the table indicate the top, middle and bottom one-third of course importance as indicated by the respondents.

It is important for this group to note that office communications: oral and office communications: written were rated most important by the respondents with 50 percent of the AMS chapter officers feeling the courses were essential in a degree program and approximately 85 percent rating these two courses as either essential or important.

Table 12--Chi Square analysis with respondents classified by type of business.

TABLE 12

CHI SQUARE ANALYSIS FOR DIFFERENCE IN THE IMPORTANCE OF OFFICE COMMUNICATIONS COURSES AS RATED BY RESPONDENTS CLASSIFIED BY TYPE OF BUSINESS ACTIVITY

Type of Business Activity	Essential	Important	Moderately Important	Little Importance	No Importance	Row Total
	Course: Office Communications: Written					
Government	11 79%	1 7%	2 14%	0 0%		14
Insurance	17 50%	14 41%	2 6%	1 3%		34
Bank	7 37%	6 32%	3 16%	3 16%		19
Industrial	21 48%	18 41%	5 11%	0 0%		44
Sales and Service	32 53%	20 33%	5 8%	3 5%		60
Other	9 40%	8 35%	5 22%	1 4%		23
Column Total	97	67	22	8		194
Chi Square 20.62833	15 Degrees of Freedom		Significance .1491			
	Course: Office Communication: Oral					
Government	12 80%	2 13%	1 7%	0 0%	0 0%	15
Insurance	19 53%	13 36%	3 8%	1 3%	0 0%	36
Bank	10 48%	6 29%	4 19%	1 5%	0 0%	21
Industrial	18 41%	19 43%	4 9%	3 7%	0 0%	44
Sales and Service	32 51%	24 38%	5 8%	1 2%	1 2%	63
Other	11 46%	9 38%	3 12%	1 4%	0 0%	24
Column Total	102	73	20	7	1	203
Chi Square 14.24784	20 Degrees of Freedom		Significance .8177			

Virtually no significant differences were found in the chi square analyses for difference in course importance when compared by respondents classified by sex, geographic region, type of business activity, number of office employees, and whether the business had a word processing center.

While no significant differences were found for either course when respondents were classified by type of business activity, it is important to note that both courses appear especially essential to government workers; virtually 75 percent of all respondents rated both courses essential or important, and less than 10 percent of all respondents rated both courses as having little or no importance.

Table 13--Chi Square analysis compared by number of office employees.

TABLE 13

CHI SQUARE ANALYSIS FOR DIFFERENCE IN THE IMPORTANCE OF OFFICE COMMUNICATIONS COURSES AS RATED BY RESPONDENTS CLASSIFIED BY NUMBER OF OFFICE EMPLOYEES

Number of Office Employees	Essential		Important		Moderately Important		Little Importance		No Importance		Row Total
Course: Office Communications: Written											
0 to 25	26	49%	20	38%	5	9%	2	4%			53
26 to 50	14	58%	8	33%	2	8%	0	0%			24
51 to 100	15	56%	7	26%	3	11%	2	7%			27
101 to 250	13	50%	10	39%	2	8%	1	4%			26
251 to 500	8	44%	7	39%	3	17%	0	0%			18
Over 500	21	48%	13	30%	7	16%	3	7%			192
Column Total	97		65		22		8				192
Chi Square 7.03165	15 Degrees of Freedom						Significance				.9568
Course: Office Communication: Oral											
0 to 25	28	48%	23	40%	6	10%	0	0%	1	2%	58
26 to 50	11	50%	10	46%	0	0%	1	5%	0	0%	22
51 to 100	19	63%	6	20%	3	10%	2	7%	0	0%	30
101 to 250	12	46%	10	39%	1	4%	3	12%	0	0%	26
251 to 500	10	50%	7	35%	3	15%	0	0%	0	0%	20
Over 500	22	49%	16	36%	6	13%	1	2%	0	0%	45
Column Total	102		72		19		7		1		201

Likewise, Table 13 shows no significant differences for either course when responses were compared by number of office employees, but it is important to note that approximately 50 percent of the respondents rated both courses as essential and approximately 85 percent rated the courses as essential or important.

Summary

Certain college courses do have greater importance in a degree program for preparing office administration personnel. Persons preparing for future employment in office administration personnel positions should pursue an educational program beyond the high school level. The additional educational experience should include courses in oral and written communications, economics, finance, management, systems and procedures, records management, and office procedures.

STATUS OF WORD PROCESSING CENTERS

I note that some of your discussions here will deal with the development of word processing centers. My closing remarks will deal with this part of the study. Certainly this is an important area of concern for communications teachers and will become even more so in the next few years. Word processing is here to stay and we do have a responsibility to train qualified people for both word processing and administrative secretarial positions as well as for supervisory and management roles. As office communications written and oral were rated most important for office administration positions, these same skills will need to be developed for persons involved in the word processing field.

Table 14--Do you have a word processing center?

Table 14 shows the responses of AMS officers to the question: Does your business have a word processing center?

TABLE 14

Businesses Having a Word Processing Center

Word Processing Center	Number of Respondents	Percent of Respondents
Yes	64	21.9
No	190	65.1
No Answer	38	13.0
Totals	292	100.0

Twenty percent of the respondents indicated they do have a word processing center while 65 percent do not have, and 13 percent did not answer the question. Of the 254 respondents answering the question, approximately [illegible] percent do currently have a word processing center.

Table 15--Word Processing Centers categorized by type of business.

Table 15 shows the responding AMS chapter officers categorized by type of business activity. The highest percentage of word processing centers is in insurance businesses where 20 to 43 businesses or 56.6 percent do have a word processing center. However, from one-fourth to over one-third of the industrial, banks, and government offices have word processing centers.

TABLE 15

Type of Business Activity of Businesses

Type of Business	Yes		No		Total
	No.	Percent	No.	Percent	
Government	6	27.6	15	72.4	21
Insurance	20	56.6	23	43.4	43
Bank	10	39.6	16	60.5	26
Industrial	17	30.9	38	69.1	55
Sales & Service	6	7.8	71	92.2	77
Other	5	15.6	27	84.4	32
Totals	64	25.2	190	74.8	254

Table 16--Word processing centers categorized by number of office employees.

Table 16 shows the responding AMS chapter officers categorized by number of office employees. The highest percentage of word processing centers is in businesses which employ over 500 office workers where 29 of 56 businesses or 51.8 percent have word processing centers. Businesses with 251 to 500 office employees are second with 37.6 percent having word processing centers.

TABLE 16

Size of Offices with WPC's

Size of Office	Yes		No		Total
	No.	Per-cent	No.	Per-cent	
0 to 25	10	13.6	64	86.4	74
26-50	2	8.0	23	92.0	25
51-100	7	18.4	31	81.6	38
101-250	7	18.9	30	81.1	37
251-500	9	37.6	15	62.4	24
Over 500	29	51.8	27	48.2	56
Totals	64	25.2	190	75.8	254

Summary

In summary, approximately one-fourth of the businesses in the United States have a word processing center, the highest percentages of centers are in insurance companies and banks, and the centers are usually found in the larger businesses employing 251 to 500 or over 500 office employees.

RECOMMENDED CURRICULUM FOR A 4-YEAR DEGREE IN OFFICE ADMINISTRATION

The following page is a recommended curriculum for persons planning careers in office administration. Category I indicates "Highest Priority Courses for All Office Administration Personnel Majors" as found in this study. Category II recognizes the need to meet AACSB requirements by some universities, even though these courses were not necessarily rated most important. Categories III, IV and V list further possible electives--recognizing that while secretarial courses were not rated by respondents, certain students may wish to enter the field of office administration by first gaining experience as an administrative secretary.

Recommended Curriculum for a 4-Year Degree Program in Office Administration

Highest Priority Courses for All Office Administration Personnel Majors:

- Principles of Management
- Personnel Management
- Office Management
- Human Relations in Business
- Office Communications: Oral
  Written
- Records Management
- Systems and Procedures
- Data Processing--Introductory

Additional Courses Generally Required of All Majors in a College of Business:

- Principles of Accounting I
- Principles of Accounting II
- Business Law I
- Business Law II
- Introductory Statistics
- Advanced Statistics
- Principles of Finance
- Principles of Marketing
- Principles of Economics (National Economy)
- Principles of Economics (Individual and Organization)

(Electives in Other Programs)

Additional course Requirements for Office Administration Personnel (Secretarial):

- *Beginning Typewriting
- *Advanced Typewriting
- Beginning Shorthand
- Advanced Shorthand

*Electives in Non-Secretarial Programs

Electives for Office Administration Personnel (Secretarial):

- Office Machines--Duplicating
- Office Procedures

Electives for All Office Administration Personnel:

- Industrial Psychology
- Data Processing--Computer Programming
- Data Processing--Specific Languages
- Office Machines--Calculating
- Office Administration Internship
- Corporation Finance
- Advanced Principles of Marketing

SUMMARY

What does all this mean? The findings of this study do not differ from similar studies where attempts have been made to determine the types of people in office administration positions and to determine course importance for the curriculum. We know that sometimes in the past, a high school education combined with maturity and service to the organization have provided the criteria for moving into the role of office manager. However, the data in this study reveal that there are significant differences between the personal characteristics of persons currently employed and the required characteristics for entering today's office at the administrative level. There is a need for college degrees in the area of office administration and the areas of office communications written and oral were rated most important by AMS chapter officers. It is the job of this group to determine what is to be included in these courses and to turn out college graduates with a strong foundation in the communications area. Perhaps further study is needed at this point to determine the communication competencies needed for performance in the business world.

Sophisticated equipment and streamlined office procedures can only be implemented in the word processing center when competent, trained personnel are available to effectively carry out the communications process.